



JOB DESCRIPTION

Name	
Job Title	Manager, Learning and Engagement Support Services (Part-Time)
Job Level	
Department	SMU Libraries
Reports To (Job Title)	Head, Learning & Engagement

SUMMARY

Summarise in one statement why this job exists and the contribution it makes to the overall business of the Company.

This position is responsible for providing support to the Learning and Engagement Unit for the provision of high-quality library services to advance the teaching, learning and research needs of the SMU community. S/he will primarily work closely with a team of Research Librarians whilst supporting other functions within the unit. The position holder will be future-oriented, proactive, and be able to multitask a range of activities in a team-based environment.

SCOPE

Indicate the financial statistics, staff, volume, controllable budget, etc for this job

The position holder will provide professional support to the Learning & Engagement Unit at the Singapore Management University for the provision of high-quality library services to the SMU community. The incumbent will work in close collaboration across the unit and with the Head, Learning and Engagement and Lead, Learning Services & School Partnerships. Additionally, s/he will support a team of Research Librarians to advance and realise the teaching, learning and research goals of faculty, students and staff across Schools and the University. Working in a team-based environment, the position holder will interact with other units in the Library.

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PRINCIPAL ACCOUNTABILITIES

Describe the principal accountabilities of this job.

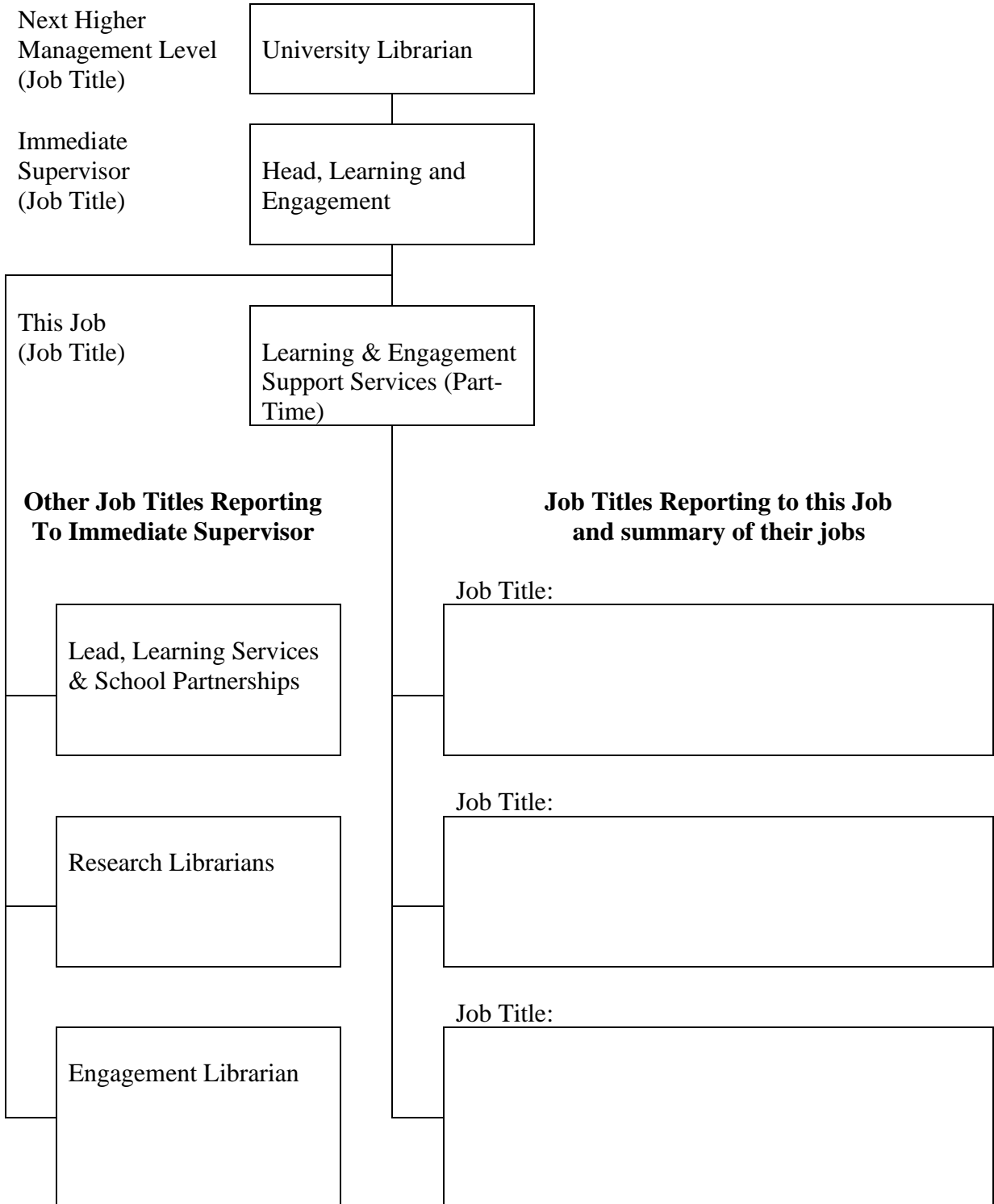
The position holder will be part of the Learning and Engagement unit and will provide support mainly to the team of Research Librarians and unit in general in areas such as:

- Teaching support to the Research Librarians for both face-to-face and online learning e.g. creating digital learning objects, assist in creating and maintaining research guides and other teaching resources, following up escalated student enquiries etc.
- Preparing promotion and publicity materials such as electronic direct mailers (EDMs), newsletters etc.
- Organising workshops, events and programmes including online event registrations, logistical set-up and support and post follow up activities with participants
- Managing student enrolments online courses and answering student enquiries
- Conducting literature searches using the internet and library online resources
- Creating learning objects to equip students with information and digital literacy
- Assist in managing the Library Peer Advisors in areas such as recruitment and contract renewals
- Assist library users with reference and information enquiries as part of the Services Team
- Supporting the unit to manage metrics, writing reports and minute taking

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ORGANISATION CHART

Please state all others reporting to the immediate Supervisor of this job. Please also state the direct reports of this job and the summary of these jobs.



Job Title: Learning & Engagement Support Services (Part-Time)**CRITICAL SKILLS AND JOB COMPLEXITY****Knowledge and Skills**

Describe the knowledge and skills necessary to perform this job.

- A Bachelor's degree or equivalent experience required; a degree in library science, information science, knowledge management, or related discipline is advantageous.
- Excellent online searching skills using commonly subscribed library databases e.g. EBSCOhost, ProQuest.
- Excellent time, resource and project management skills with strong ability to multi-task.
- Strong work ethic as well as a dedicated and positive attitude.
- Strong customer service orientation.
- Excellent communication skills (verbal and written).
- Ability to be flexible and adaptable and contribute to a diverse team of staff in a dynamic environment.
- Personal strengths should include creativity, critical thinking, interest in innovation and flexibility with ability to work in a team with minimum supervision.

Contact

Describe the purpose and nature of the main internal and external contacts (other than with the immediate Supervisor and Subordinates) necessary to perform this job.

(a) **Internal contacts:**

- SMU students, faculty and staff to anticipate their teaching, research and learning needs and inform them of library programs, services and resources.
- Teams across other units within SMU Libraries.
- Network and foster relationships that benefit the Libraries and SMU.

(b) **External contacts:**

- External members of the library community, including alumni, donors and other librarians to provide a presence for SMU and for networking and benchmarking opportunities.
- Visitors (local, regional, international).
- Library vendors and service providers.
- External agencies for outsourced services and financial support.

Decision Making

Describe the type of decisions made alone, those on which the Supervisor must be consulted, those referred to a higher level, and job procedures to be followed.

Decisions made on his/her own:

- Time management
- Resource and tools selection, evaluation and usage
- Daily administration and operations matters
- Answering enquiries

Those which supervisors must be consulted:

- Any activities/requests that involve resources (manpower, money)
- Changes in workflow processes
- Setting up new initiatives/projects

Those referred to higher authority:

- Any activities/requests that involve resources (manpower, money)
- Licenses, copyright policies, and contracts
- Changes to policies

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Problem Solving

Describe the most difficult and complex parts of this job and other significant features not covered elsewhere.

- Understanding the stakeholders and processes related to library services.
- Responding to stakeholders' enquiries professionally
- Balancing the demands of a growing and changing University community, especially the research needs of individual faculty and the learning needs of students.

In general, this position holder will provide a professional service, and will be required to handle a range of issues and situations with discretion and exercise judgment within a strong user focused environment. They resolve client enquiries through sound problem solving, decision making, judgment, effective communication and use of relevant information, systems and tools.

GENERAL

Describe anything else of significance about this job or the environment in which this job functions, which is not covered in this description.

Person must be customer focused, people oriented, proactive, energetic, willing to take risks, interested and knowledgeable in issues facing libraries and higher education and passionate about the provision of high quality services to advance the research, teaching and learning goals SMU community.

Position holder should have an interest in the library and information profession and academic libraries.

Signature of Job Holder		Date	
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For Official Use:

Approved by HRFA	
Date	
Approved by HOD	
Date	